



## Workforce Southwest Washington Policies and Procedures

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### Policy #3044 Management Information System, Data Integrity, and Performance Policy

Date of Original Policy: 09/09/2025

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#### PURPOSE

To communicate the importance of data entry and document upload in the management information system (MIS), data integrity, and performance requirements. This includes the Workforce Innovation and Opportunity Act (WIOA) Title I-B Youth, Adult, and Dislocated Worker, Wagner-Peyser Act, and other federal, state, and local programs. In addition, the requirement to use and reference the attached handbook.

#### BACKGROUND

This integrated MIS, data integrity, and performance policy includes a comprehensive handbook that accomplishes the following:

- Provides supplemental content and requirements to support [TEGL 14-18](#), Aligning Performance Accountability Reporting, Definitions, and Policies Across Workforce Employment and Training Programs Administered by the U.S. Department of Labor (DOL).
- Serves as the mechanism to implement and manage current and future policy changes related to WIOA data integrity and indicators of performance.
- Provides guidance to staff and partners concerning WIOA, the state's management information system (MIS), data integrity, and performance and reporting requirements, with the goal of understanding and supporting federal WIOA common performance indicators.

Data Element Validation (DEV) is the federally mandated process by which the State of Washington annually monitors the accuracy of reported participant data for the Participant Individual Record Layout (PIRL). For additional information, see [Policy 3037 Data Element Validation](#). It is imperative to accurately enter data into the state-provided database to ensure quality and integrity in the information for performance reporting to DOL.

#### POLICY

This policy addresses MIS, data integrity, and performance requirements for programs affiliated with the one-stop system, in particular the Title I-B Youth, Adult, Dislocated Worker, discretionary grants, national dislocated worker grants, and other programs identified by WSW and Title III Wagner-Peyser Employment Service programs. Using both software and staff to identify, track, report, and analyze performance, data collection, and validation, as well as program improvement. The guidance is to maintain the integrity of the state-provided database system, assess compliance with applicable laws and regulations, and identify successful and positive methods and practices that serve to enhance the system.

## PROCEDURES

### A. Document Storage and Organization Requirements

All participant activity must be entered into the State MIS, and all corresponding paper documentation must be uploaded to the appropriate State MIS touchpoint/record. This includes all eligibility, activities/services provided, financial records, credentials, employment or post-secondary information, skill gain achievements, and other participant-related documents that are subject to monitoring.

This requirement applies to all DOL funded, State funded, and local determined programs. Southwest WDA does not allow for paper files. All participant related documents must be kept electronic and stored in the State MIS.

### B. Data Integrity

Service Providers are responsible for accurate data entry into the State MIS. It is imperative that data entered into the State MIS accurately reflects the service provided at the time the service was provided. Each service provider should implement a quality assurance (QA) process to ensure consistency and compliance. A reoccurring process will help with fewer monitoring findings and disallowed costs.

The QA process should include a review of all participant activity in the State MIS, such as eligibility, training services, and supportive services. Ensuring all components are documented accurately and timely. Some of those could include:

- a. Eligibility – a signed intake and/or application form is valid for 60 days. After 60 days if the participant has not completed the application process or has not been provided with a qualifying service, their application expires, and they must complete a new application.
- b. Program enrollment – a qualifying service is entered to trigger enrollment. Accurate dates are entered according to policy for the specified program.
- c. Case notes – must be entered a minimum of every 30 days and describe the story of the participant and services being provided.
- d. Support Services – must be entered into the State MIS the date they were *provided or delivered to* the participant.
- e. Performance indicators – all skill gains, certificates, credentials, and employment must be documented in the State MIS.
- f. Services – must be entered in the State MIS within 14 calendar days, and the service date entered must reflect the date of the actual service provided. In addition, the services provided must follow the Services Catalog.

## REFERENCES/RESOURCES

- [National Reporting System for Adult Education - Approved Assessments](#)
- [Public Law 113-128, Workforce Innovation and Opportunity Act of 2014 \(WIOA\), Section 116 - Performance Accountability System](#)

- [Public Law 113-128, Workforce Innovation and Opportunity Act of 2014 \(WIOA\), Section 129\(c\) – Local Elements and Requirements](#)
- [Public Law 113-128, Workforce Innovation and Opportunity Act of 2014 \(WIOA\), Section 129\(c\)\(2\) – Program elements](#)
- [Public Law 113-128, Workforce Innovation and Opportunity Act of 2014, Section 134\(b\) – Local Employment and Training Activities](#)
- [Public Law 113-128, Workforce Innovation and Opportunity Act of 2014, Section 134\(c\) – Required Local Employment and Training Activities](#)
- [The Wagner-Peyser Act, as amended, Section 15](#)
- [20 CFR Parts 603, 651, 652, et al](#)
- [20 CFR 663.310 – Who may receive training services?](#)
- [20 CFR Part 677 – Performance Accountability under Title I of WIOA](#)
- [20 CFR Part 681 – Youth Activities under Title I of WIOA](#)
- [TEGL 23-14 – WIOA Youth Program Transition](#)
- [TEGL 10-16, Change 3 - Performance Accountability Guidance for Workforce Innovation and Opportunity Act \(WIOA\) Core Programs](#)
- [TEGL 19-16 – Guidance on Services provided through the Adult and Dislocated Worker Programs under WIOA and the Wagner-Peyser Act Employment Service \(ES\), as amended by Title III of WIOA, and for Implementation of the WIOA Final Rules](#)
- [TEGL 21-16 – Third WIOA Title I Youth Formula Program Guidance](#)
- [TEGL 26-16 – Guidance on the use of Supplemental Wage Information to implement the Performance Accountability Requirements under the Workforce Innovation and Opportunity Act](#)
- [TEGL 7-18, Guidance for Validating Jointly Required Performance Data Submitted under the Workforce Innovation and Opportunity Act \(WIOA\)](#)
- [TEGL 14-18 – Aligning Performance Accountability Reporting, Definitions, and Policies Across Workforce Employment and Training Programs Administered by Department of Labor \(DOL\)](#)
- [TEGL 23-19, Change 2 – Guidance for Validating Required Performance Data Submitted by Grant Recipients of U.S. Department of Labor \(DOL\) Workforce Programs](#)
- [DOL-only Participant Individual Record Layout \(PIRL\) System – OMB Control Number 1205-0521](#)
- [Chapter 50.13 RCW – Privacy and Confidentiality](#)
- [WorkSource System Policy 1003, Revision 6 - Data Element Validation](#)
- [WorkSource System Policy 1011, Revision 6 - CASAS for Basic Skills Deficiency](#)
- [WorkSource System Policy 1031 – Management of Medical Disability Related Information](#)
- [WIOA Title I Policy 5403, Revision 2 - Records Retention and Public Access](#)
- [WIOA Title I Policy 5602, Revision 5 – Supportive Services and Needs-Related Payments](#)
- [WIOA Title I Policy 5620, Revision 1 – Follow-up Services for Adults and Dislocated Workers](#)
- [WIN 0077 - WorkSource Services Catalog](#)
- [WorkSource System Policy 1029 – Document Storage and Organization](#)
- [WIN 0082, Revision 1 – Real-Time Data Entry in the Efforts To Outcomes \(ETO\) System](#)

## **SUPERSEDES**

[WorkSource System Policy 1020, Revision 1, Data Integrity and Performance Policy and Handbook](#)

## **ATTACHMENTS**

- [Attachment A – Data Integrity and Performance Policy Handbook \(PDF\)](#)

## **WEBSITE**

<http://workforcesw.org/providers#OperationsPolicies>

## **INQUIRIES**

Please contact Amy Gimlin [agimlin@workforcesw.org](mailto:agimlin@workforcesw.org) (360) 567-1059 for questions.